

Principals
Barry E. Jackson, CLM, CPA
Kimberly A. Swetland

Editors
Roseann S. Lentin
Marjorie L. Stein
Rita I. Thompson, CLM
Kenneth Knott, CPA

Best Practices in
Legal
Management
A Comprehensive Guide

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DEDICATION

This book is dedicated to the memory of Martha Llano, an extraordinary friend, colleague, legal administrator, past president of the New York City Chapter of the Association of Legal Administrators (ALA), Certified Legal Manager (CLM)^{SM*} and eternal president-elect of the ALA.

Martha's passion, dedication and vision have inspired many to obtain CLM certification, demonstrate leadership in their firms and in the ALA and to continually raise the bar to enhance the respect and visibility of the profession of legal management through innovative projects and partnerships.

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CONTRIBUTORS

PRINCIPAL

Barry E. Jackson, CLM, CPA, is currently the Executive Director of Davis Gilbert LLP (www.dglaw.com). He has over 20 years of law firm experience, and he has worked and traveled extensively throughout Europe, South America, Central America and the Far East. Barry graduated from the University of Richmond, *cum laude*, and he has taught seminars through the Lorman Institute, the New York State Bar Association, the New York City Bar, West Legalworks and the ALANYC. Barry spearheaded the process to develop this book and worked with Kim Swetland to bring the idea to fruition. Other publications and articles include: "The Art and Science of Benefits Provision," *New York Law Journal* (Oct. 28, 2002); "Beyond the Numbers," Marcum & Kliegman (Oct. 2004); "A New Benefit for Partners and Shareholders of S Corporations" and "Exempt vs. Non-Exempt Employees: An Overview" for the ALA. Barry is a member of the New York State Bar Law Practice Management Committee and is past president of the Association of Legal Administrators, New York City Chapter.

PRINCIPAL

Kimberly A. Swetland is the Director of Administration for the New York City office of Harris Beach PLLC (www.harrisbeach.com), a Top 250 law firm with approximately 200 attorneys in offices throughout New York State, and is a business consultant for HB Solutions LLC. Kim has over 20 years of experience in the legal and business consulting industries. She attended St. John Fisher College and the State University of New York at Brockport, receiving her bachelor of science degrees in business administration and accounting. Kim is the current president of the Association of Legal Administrators, New York City Chapter, and the former chair of the Education and Sponsor Partnering Committees.

EDITOR-IN-CHIEF

Roseann S. Lentini is currently the Director of Administration for the New York/Northern New Jersey offices of Drinker Biddle & Reath LLP (www.drinkerbiddle.com), and has over 25 years of law firm administration experience in New York, New Jersey and Philadelphia. As a member of the board of the New York City Chapter of the Association of Legal Administrators, Roseann served for three years as editor of the award-winning newsletter, *New York New York*, during which time the Chapter won first place for best feature article in 2005, and first place for best newsletter in 2006. In addition to her law firm responsibilities, Roseann is involved in publishing books and magazines and is enrolled in New York University's publishing program.

MANAGING EDITOR



Marjorie L. Stein has more than 20 years of experience in the legal administration and legal consulting industries. She is currently the Office Administrator of the 160-attorney New York office of Hogan & Hartson LLP (www.hhlaw.com), a Washington, D.C. based firm. Marjorie is currently on the board of the ALA's New York City Chapter, where she has served for four years. Marjorie received national first-place awards as editor of the ALA's New York City Chapter's newsletter, *New York New York*, and as author of the best feature article, "Offshoring: Corporate America's 'Little Secret'?"

CONTRIBUTING EDITOR



Rita I. Thompson, CLM, is a Certified Legal Manager with more than 25 years' experience in the industry. She is currently the Administrator for Kavanagh Maloney & Osnato LLP (www.kmollp.com) and is past president of the Association of Legal Administrators, New York City Chapter. Rita was a reviewer for the Second Edition of the *Certified Legal Manager (CLM)SM Examination Study Guide*, published by Barry University. She also serves on the Paralegal Studies Program Advisory Board for Bronx Community College of the City University of New York.

CONTRIBUTING EDITOR



Kenneth Knott, CPA, is a Professional Services Administrator (www.proskauer.com) with 25 years of increasingly responsible management experience in law firms, accounting firms, associations and government. Ken built a successful career in law firm management based on an ability to understand the culture and to quickly and accurately assess situations, identify problems and obtain good results. His competencies include finance, resource management, facilities and human relations. Ken is a writer and is a frequent contributor to the *New York Law Journal* and to *New York New York*, the newsletter of the New York City Chapter of the Association of Legal Administrators.

ILLUSTRATION



Curtiss Calleo is a cartoonist, illustrator and designer living in New York (www.ccalleo.com). His funny drawings have appeared in various publications from *The New York Times* to the Smithsonian Institution. He received a Press Association Award for Editorial Cartooning and is currently an Art Director for Taylor & Ives, a design firm specializing in corporate branding. Curtiss is a graduate of Vassar College and Pratt Institute's Graduate Communications and Design program.

COVER DESIGN



Mark W. Delbridge is the Senior Creative Designer for Drinker Biddle & Reath LLP (www.drinkerbiddle.com), a 700-lawyer national law firm. After graduating from Rutgers Mason Gross School of the Arts in 2002, Mark joined the Client Relations Department of Drinker Biddle, before in-house design was fashionable in a law firm. Mark shaped the internal and external branding of the firm and increases the firm's visibility in the marketplace through the creation and design of brochures, invitations and collateral materials. In 2003, Mark redesigned the ALANYC's newsletter, *New York New York*, contributing to ALA's first-place awards in 2006 and 2008, and he continues to work with the Chapter designing brochures, educational materials and the website, alanyc.org, winning first place nationally in 2009.

AUTHORS**ALA MEMBERS**

Cindy B. Arnold, Director of Human Resources, Kramer Levin Naftalis & Frankel LLP, www.kramerlevin.com

Vincent M. Bell, Director of Administration New York, Akin Gump Strauss Hauer & Feld LLP, www.akingump.com

Janet Fraka Casiano, CLM, Office Manager, Manatt Phelps & Phillips LLP, www.manatt.com

Tracy A. Cooper, Finance/Collections Manager, Sonnenschein Nath & Rosenthal LLP, www.sonnenschein.com

Mimi DeMars, CLM, Office Administrator, Wilson Elser Moskowitz Edelman & Dicker LLP, www.wilsonelser.com

Patricia T. Dooley, East Coast Administrator, Manatt Phelps & Phillips LLP, www.manatt.com

Richard Fluri, Chief Human Resources Officer, Drinker Biddle & Reath LLP, www.dbr.com

Patricia A. Genn, Office Manager, Schlam Stone & Dolan, www.schlamstone.com

David Glicksman, CLM, Chief Financial Officer, James Mintz Group, www.mintzgroup.com

John Hall, III, CPA, Chief Financial Officer, Davis & Gilbert LLP, www.dglaw.com

Barbara A. Harper, Human Resources Manager, Drinker Biddle & Reath LLP, www.dbr.com

Denise A. Harris, Legal Administrator, Pachulski Stang Ziehl & Jones, www.pszjlaw.com

Gerard F. Haubrich, Chief Information Officer, Drinker Biddle & Reath LLP, www.dbr.com

Barry E. Jackson, CLM, CPA, ALA New York City Chapter, Past President, Executive Director, Davis & Gilbert LLP, www.dglaw.com

Elizabeth Kennedy, Office Administrator, Nixon Peabody LLP,
www.nixonpeabody.com

Kenneth Knott, CPA, Weekend Operations Manager, Proskauer Rose LLP,
www.proskauer.com

Steven A. Lastres, JD, MLS, Director of Library & Knowledge
Management, Debevoise & Plimpton LLP, www.debevoise.com

Roseann S. Lentin, Director of Administration, Drinker Biddle & Reath LLP,
www.dbr.com

Cynthia M. Lopez, Manager of Administrative Services and Recruiting,
Milberg LLP, www.milberg.com

Henry Macchiaroli, CLM, ALA New York City Chapter, Past President,
Controller, Goetz Fitzpatrick, LLP, www.goetzfitz.com

Lani Marrero, Assistant to NYC Director of Administration,
Harris Beach PLLC, www.harrisbeach.com

Carol A. Palmer, Legal Office Administrator, Thompson Hine LLP,
www.thompsonhine.com

Patricia M. Rudloff, ALA New York City Chapter, Past President,
Administrator, Katsky Korins LLP, www.katskykorins.com

Donna M. Saccone, Office Administrator, Lester Schwab Katz & Dwyer LLP,
www.skdnylaw.com

Marlene U. Sauer, SPHR, Office Administrator, Blank Rome LLP,
www.blankrome.com

Caroline Schatz, Accounting Manager, Sonnenschein Nath & Rosenthal LLP,
www.sonnenschein.com

Jeffrey D. Siegler, CPSM, C.P.M., Manager, Global Procurement,
Weil Gotshal & Manges LLP, www.weil.com

Marjorie Stein, Office Administrator, Hogan & Hartson LLP,
www.hhlaw.com

Kimberly A. Swetland, ALA New York City Chapter, Current President,
NYC Director of Administration, Harris Beach PLLC,
www.harrisbeach.com

CONTRIBUTORS

Rita I. Thompson, CLM, ALA New York City Chapter, Past President,
Administrator, Kavanagh Maloney & Osnato LLP, www.kmollp.com

Jackie A. Todd, ALA New York City Chapter, Past President

Phillip Veth, Director of Administration, Sonnenschein Nath & Rosenthal LLP,
www.sonnenschein.com

Nadia Wagner, ALA New York City Chapter, Past President, Office
Manager, Beveridge & Diamond, PC, www.bdlaw.com

Tiffany L. Yarde, Marketing Coordinator, Cohen & Gresser, LLP,
www.cohengresser.com

BUSINESS PARTNERS

Dan Belmonte, Account Executive, Central Moving & Storage,
www.centralnyc.com

Michael Dalewitz, Senior Managing Director, Peak Legal Solutions,
www.peaklegalsolutions.com

Brian M. David, Partner, Vice President Business Development, Lloyd
Group, www.lloydgroup.com

Adam L. Eiseman, President & Chief Executive Officer, Lloyd Group,
www.lloydgroup.com

Sofia Galadza, Director of Public Relations, IA Interior Architects,
www.interiorarchitects.com

Sarah Gillen, President, Emergency Skills, Inc., www.emergencyskills.com

Anthony K. Greene, CRM, CIC, Director, Herbert L. Jamison & Co., LLC,
www.jamisongroup.com

Edward J. Grubb, General Manager, Legal Managed Services, mindSHIFT
Technologies, Inc., www.mindshift.com

David Ibarra, Regional Leasing Manager, Konica Minolta Business
Solutions, Inc., U.S.A., www.kmbs.konicaminolta.us

Peter James, Professional Services Practice Manager, IKON Office
Solutions, Inc., www.ikon.com

Bari Klein, Vice President, National & Global Accounts, Swiss Post Solutions, Inc., www.swisspostsolutions.com

John Kleiser, FSA, Vice President, Compensation and Benefit Strategies, J.P. Morgan, www.jpmorgan.com

Brian Koshley, AIA, Managing Principal, IA Interior Architects, www.interiorarchitects.com

Louis Ladehoff, Director of Marketing & Communications, Swiss Post Solutions, Inc., www.swisspostsolutions.com

Susan Leone, LEED AP, IA Interior Architects, www.interiorarchitects.com

Cosme Marley, President, TechSaw Systems, www.techsaw.com

Catherine E. Massey, Co-founder and Chair, LawDocsXpress, www.lawdocsexpress.com

Mark A. Moore, National Solution Consultant—Legal, IKON Office Solutions, Inc., www.ikon.com

Ken Neal, Director, Corporate Communications, Océ Business Services, www.obs-innovation.com

Scott Paster, Legal Sales Manager, Eastern Region, Océ Business Services, www.obs-innovation.com

Sharon Quaintance, Co-founder and CEO, LawDocsXpress, www.lawdocsexpress.com

Randall R. Reed, Senior Vice President, Institutional Retirement Programs, City National Bank, www.cnb.com

Marlene Regalado, HSBC Bank USA, N.A., www.us.hsbc.com

Rob Schecterson, RENTACRATE/ShredX, www.rentacrate.com

Richard Schulman, LAN Associates, www.lanassociates.com

Mark S. Shore, Senior Vice President, Employee Benefits, Herbert L. Jamison & Co., LLC, www.jamisongroup.com

Jonathan Sheppard, President & CEO, DayBreak Legal Staffing, www.daybreakstaffing.com

CONTRIBUTORS

Jude Travers-Frazier, Kraft & Kennedy, Inc., www.kraftkennedy.com

Glenn Wainer, Strategic Account Executive, IKON Office Solutions, Inc.,
www.ikon.com

FRIENDS OF ALA

Sarah S. Berman, President, The Berman Group, Inc., www.bermangrp.com

Phyllis Bonsignore

Toby Brown, Client Relations Manager, Knowledge Management, Fulbright
& Jaworski L.L.P., www.fulbright.com

Arthur Caballero, Network Voice and Data Communications, Inc.,
www.atdcom.com

Curtiss Calleo, Illustrator, Art Director Print and Interactive Media,
www.ccalleo.com

Scott M. Cohen, Director of Practice Support, Proskauer Rose,
www.proskauer.com

Lewis J. Cowan, Senior Vice President, HELMSLEYSPEAR,
www.helmsleyspear.com

Mark W. Delbridge, Senior Creative Designer, Drinker Biddle & Reath LLP,
www.drinkerbiddle.com

Vickie Gray, Chief Marketing Officer, Ober Kaler, www.ober.com

Mary E. Hamm, National Records Manager, Drinker Biddle & Reath LLP,
www.dbr.com

Ari L. Kaplan, Esq., Ari Kaplan Advisors, www.arikaplanadvisors.com

Russ Korins, Russ Korins Consulting LLC, www.russkorinsconsulting.com

Alonso Levene, Records Supervisor, Proskauer Rose, www.proskauer.com

Martha McCullough, Word Processing Coordinator, Drinker Biddle &
Reath LLP, www.dbr.com

William J. Milani, Esq., Epstein Becker & Green, P.C., www.ebglaw.com

Domenique Camacho Moran, Partner, Farrell Fritz, P.C.,
www.farrellfritz.com

Lance Rea, Chief Information Officer, Davis & Gilbert LLP,
www.dglaw.com

Vicki L. Rimasse, President, VLR Networking & Consulting Services, Inc.,
v1writer2225@aol.com

Jacqueline M. Schimmel, Esq., Chief Risk Management Officer, Drinker
Biddle & Reath LLP, www.dbr.com

Russell B. Shinsky, CPA, Partner, Anchin Block & Anchin LLP,
www.anchin.com

Dean L. Silverberg, Esq., Epstein Becker & Green, P.C., www.ebglaw.com

Michael A. Smithwick, Adjunct Consultant, Altman Weil, Inc.,
www.altmanweil.com

Meredith Wargo, Proposal Manager, Fulbright & Jaworski L.L.P.,
www.fulbright.com